

PERFORMANCE WORK STATEMENT (PWS)

TASK ORDER ID: 5TS12100254
PROJECT TITLE: Project Management
CLIENT: United States Department of Agriculture, Farm Service Agency (USDA FSA)
DATE: 12 Jul 10
CONTRACT TYPE: Time and Materials
CONTRACT VEHICLE: 8(a) Streamlined Technology Acquisition Resources for Services (STARS)
GWAC

1. BACKGROUND / ACRONYMS / SCOPE and OBJECTIVE / SOFTWARE and SYSTEMS / APPLICABLE DOCUMENTS.

1.1. Background.

The USDA FSA Office of the Chief Information Officer (OCIO), here after referred to as the Information Technology Services Division (ITSD), has established an Architecture and Management Center (AMC) Program Management Office (PMO) to provide coordinated planning, prioritization, and project management support for the execution of projects within the Division. The PMO is responsible for the definition and execution of Information Technology (IT) project management methodology, processes, templates, and tools; and interacting with business customers, internal and external ITSD service providers to manage the full project lifecycle.

The ITSD develops and maintains a portfolio of custom developed and COTS applications supporting FSA program delivery for the Farm Loan, Farm Program, Commodity Operations, Budget & Finance, and Management Services (e.g., Human Resources, Acquisitions, etc.) program areas within the Farm Services Agency. As new programs or modifications to existing programs are identified, ITSD engages with the impacted program areas to define, develop, and deliver IT solutions. Cross-functional project teams may form and include resources from the program area(s), field office, acquisition, hosting providers, and ITSD (e.g., architects, developers, data base administrators, security, and testers).

The AMC has program management responsibilities throughout the project lifecycle for System Development Life Cycle (SDLC) services delivered by the Application Development Center, Geospatial Information and Executive Management Systems Center, and Operations and Testing Centers within the ITSD. FSA has a defined SDLC for all custom development activity. The Project Management processes defined within the FSA SDLC are based on the Project Management Institute's (PMI) Project Management Book of Knowledge (PMBOK), a generally recognized industry standard for applying knowledge, skills, tools and techniques to project activities to meet project requirements. Contractor support is required to assist the AMC PMO in institutionalizing the use of project management processes and procedures within the ITSD.

The FSA has an organizational relationship with three providers which host the IT environments, the Information Technology Service (ITS), National Finance Center (NFC), and National Information Technology Center (NITC). These IT service providers support the network backbone for the FSA including physical server administration, networking, application servers, edge servers, firewalls, infrastructure security, software installation, desktop management, and other related IT infrastructure activities. The AMC PMO interacts and coordinates with the IT service providers to administer the software used within the PM tool set which includes server based Commercial Off the Shelf (COTS) software (e.g., MS Project Server) and desktop deployed MS Office automation tools, e.g., MS Project.

1.2. ACRONYMS AND DEFINITIONS. Below is a list of acronyms used throughout this PWS.

ADC	Application Development Center in ITSD
Agency	Farm Service Agency

AMC	Architecture and Management Center in ITSD
BPMN	Business Process Modeling Notation
CIO	Chief Information Officer
CMMI	Capability Maturity Model Integration
COTR	Contracting Officer's Technical Representative
COTS	Commercial Off-the-Shelf Software
CPIC	Capital Planning Investment Control
EA	Enterprise Architecture
EMSO	Executive Management Systems Office in the GIEMSC
EVM	Earned Value Management
EVMS	Earned Value Management System
FSA	Farm Service Agency
GIEMSC	Geospatial Information & Executive Management Systems Center
IBR	Integrated Baseline Review
ISO	Information Security Office in ITSD
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITS	Information Technology Service
ITSD	Information Technology Services Division
NITC	National Information Technology Center
NFC	National Finance Center
OCIO	Office of the Chief Information Officer, USDA
OTC	Operations and Testing Center in ITSD
PMBOK	Project Management Institute Project Management Book of Knowledge
PMO	Program Management Office in AMC
PMP	Project Management Professional, Project Management Institute (PMI) certification designation for project managers
PWA	Project Web Access
QC	Quality Control
SDLC	System Development Life Cycle (a.k.a. Software Development Life Cycle)
USDA	United States Department of Agriculture

- 1.3. Scope and Objectives. The contractor shall provide a full range of project management services for the AMC in support of the operation of the ITSD PMO. The objectives include, but are not limited to, project management services for designated cross-functional projects; business process and requirements analysis support; continued education and mentoring of the organization in the SDLC project management and Earned Value Management (EVM) processes; continuous development and improvement of project planning, monitoring and control processes, procedures, templates and tools; and management of project management related tools, technologies, and repositories.
- 1.4. Software and Systems. As a minimum, the contractor shall support the software and systems that are identified in subsequent paragraphs. The contractor shall provide support for both current and future versions of all software identified in the subsequent paragraphs at no additional cost to the Government. While each individual contractor employee may not possess skills, expertise, and experience in each area identified in the subsequent paragraphs, the Government requires that the overall contractor staff possess the aggregate skills, expertise, and experience in each of the areas identified to successfully complete all task requirements.
 - 1.4.1. Software. The minimum software to be used in supporting this PWS includes, but is not limited to, the following:
 - Microsoft Project Server 2007 with associated SharePoint site and Project Web Access (PWA).
 - Microsoft Office SharePoint 2007.
 - Microsoft Office 2007 (e.g., PowerPoint, Excel, Word).

- Microsoft Office Project Standard and Professional 2007.
 - MEGA Process for business process modeling.
- 1.4.2. Systems and Applications. The contractor may be required (Optional Task 5) to provide software administration support for the following:
- Microsoft Project Server 2007 with associated SharePoint site and Project Web Access (PWA).
 - Microsoft Office SharePoint 2007.
 - SQL Server Reporting Services (SSRS).
- 1.5. Applicable Regulations and Documents. The following documents are a part of this contract. The Government will provide access to available documents and technical information as required and upon contractor request for the performance of this task order.
- USDA Enterprise Architecture Program.
 - USDA Capital Planning Investment Control (CPIC) & IT Governance.
 - FSA SDLC documentation.
 - FSA SharePoint Guide.
 - Other policy, procedural, or technical documentation as the government may deem necessary in order to conduct work under the resultant task order.
2. TASK REQUIREMENTS. The Contractor shall provide support for the tasks described in the subsequent paragraphs. The Government representative(s) will provide project-specific tasks assigned through individual work definition forms. The Government representative(s) will provide prioritization requirements for all project specific tasks. The contractor shall exhibit professional customer service and communication skills when interacting with customers to perform task requirements.
- 2.1. TASK 1 - Project Management Engagement Support. The contractor shall provide project management services to government identified cross-functional project teams. Task requirements may include, but are not limited to, those listed below.
- Provide senior level project management expertise for designated project engagements, often acting as the project manager and addressing the full project lifecycle in accordance with FSA's SDLC project management processes.
 - Provide project management support for identified engagements which may be scoped to provide support at differing levels to include portfolio, program or project.
 - Provide feedback to the Government for process improvements.
 - Support alignment with FSA and USDA standards, processes, and procedures (e.g. Enterprise Architecture and CPIC).
 - Develop and maintain a collaborative environment within the team designed to build trust and confidence both within the team itself and associated stakeholders.
 - Mentor project teams to support compliance with FSA SDLC processes and standards.
 - Resolve technical or project management roadblocks encountered by the project team including, but not limited to:
 - Project management process and template support.
 - Project management tool set up and support.
 - Project Identification and Prioritization.
- 2.1.1. Experience Requirements. The contractor shall provide resources possessing and demonstrating the knowledge, skills, abilities, expertise, and experience identified below.
- Project management.
 - Strong leadership and communication skills.
 - Ability to lead complex project teams.

- Minimum 3 years of hands-on senior project management experience.
- PMI certified.
- Proficient in MS Project and MS Office automation tools.

2.2. TASK 2 - PMO Operations Support. All tasks and activities shall be performed in coordination with government representatives and according to FSA IT Governance and Project Management processes and procedures. Task requirements may include, but are not limited to, those listed below.

- Engage with federal staff and contractors to develop a plan for implementing PMO processes to provide oversight and support to IT projects.
- Implement and operate the plan upon government acceptance.
- Leverage and extend existing PMO processes, procedures, and tools where applicable.

2.2.1 Task requirements resulting from task activities identified above may include, but are not limited to, those listed below.

- Identify, document, and support continuous improvement of the PMO processes, procedures, tools, and templates to support management of the ITSD project portfolio. Incorporate best practices and lessons learned.
- Develop, document, and maintain an integrated program management plan for coordinating and prioritizing resources across projects, managing dependencies between the projects and the overall costs and risks of the program(s).
- Develop, document, and maintain an ITSD Master Schedule depicting the IT projects planned, initiated, and being executed within ITSD including high level milestones, project dependencies and key risks.
- Develop, document, and support program and project level reporting processes.
- Develop, document, and maintain enterprise wide project reports on cost, schedule, scope, risks, issues, dependencies on a recurring schedule.
- Develop, document, and maintain requirements management processes to effectively and efficiently triage customer requirements and change requests for completeness and duplicity, and assess resource, cost, and schedule impact.
- Develop, document, and maintain a common project repository for sharing project information (work products, risks and issues, lessons learned, schedules, etc.).
- Conduct and document project management reviews including Integrated Baseline Reviews (IBR) for IT projects that are in various states of the development lifecycle including project controls, requirements, analysis, design, implementation, and deployment.
- Provide training and technical support on all PM processes, templates, tools, etc. to federal staff and contractors. Required training may include both formal and informal training to be provided at the Government facility. It is anticipated that training will not be required by a certified instructor. The contractor will not be required to distribute training materials to participants.
- Continuously assess the FSA project management tool set to identify improvements and new capability available to meet program requirements.
- Develop, prepare, and present program and/or project level documentation and briefings to support decision making by the FSA Governance structure.
- Assess and document common risks and issues encountered and identify recommended resolution.
- Provide knowledge transfer of PMO Operations processes to federal staff.

2.2.2 Experience Requirements. The contractor shall provide resources possessing and demonstrating the knowledge, skills, abilities, expertise, and experience identified below.

- Program management.
- Project management.

- Strong leadership and communication skills.
- Effectively communicate and interact with a diverse and geographically distributed customer base with varying degrees of project management knowledge and experience.
- Minimum 3 years of hands-on senior project management experience.
- Minimum 2 years of program management experience.
- PMI certified.

2.3. TASK 3 - Business Process Engagement Support. The contractor shall engage with FSA program managers, automation staff, and key stakeholders to provide business analysis support for the formulation, definition, and documentation of business processes to implement newly legislated programs and revisions to existing or standing programs. The contractor shall engage throughout the full project lifecycle. Task requirements may include but are not limited to those listed below.

- Facilitate the modeling of business architecture using BPMN.
- Facilitate the elicitation of business requirements
- Engage with project teams (e.g. FSA Enterprise Architecture Program, FSA program management) throughout the project lifecycle to support enterprise analysis, requirements definition, design, development, testing, and deployment processes.
- Identify and document customer requirements in accordance with FSA SDLC requirements processes.
- Conduct peer reviews and/or mentoring with federal staff to review and validate requirements for completeness and accuracy.
- Develop, prepare, and maintain requirements, project templates, and documentation.
- Facilitate workshops, team meetings and phase gate reviews.
- Support compliance with FSA SDLC processes and standards by mentoring project teams.
- Identify, document, and provide feedback to the Government for process improvements.
- Resolve technical or business process roadblocks encountered by the project team including but not limited to:
 - Related process and template support.
 - Related process tool set up and support.
 - Related requirement definition.

2.3.1. Experience Requirements. The contractor shall provide resources possessing and demonstrating the knowledge, skills, abilities, expertise, and experience identified below.

- Business analysis.
- Business processes
- Requirements documentation
- Requirements workshop facilitation
- Strong leadership and communication skills.
- Complex project team leadership.
- SharePoint utilization for document management
- Minimum 2 years of experience designing new or documenting existing business processes with BPMN.
- Minimum 3 years of hands-on complex business process experience.

2.4. TASK 4 – Process Improvement Program Support. In support of application software development the AMC is focusing on several key process definitions including, but not limited to, Project Management, Requirements Definition, and Change Management. As part of the IT Strategic Plan, the FSA CIO initiated a program for continuous process improvement within the agency utilizing best practice frameworks, e.g., CMMI for Development and ITIL. The contractor shall provide support to assist FSA in managing the Process Improvement Program within the agency. Processes and supporting documentation shall be defined, documented, and developed

in coordination with subject matter expertise within the agency and/or resources from other tasks within this PWS. Task requirements may include, but are not limited to, those listed below.

- Support the implementation of process improvement frameworks, e.g., CMMI for Development.
- Assist the government in developing, documenting, implementing, and maintaining effective standard processes.
 - Update and maintain the process architecture and process set.
 - Support integration of standards processes into development teams and systems work
 - Continuously improve estimation and measurement capabilities.
- Assist the government in establishing and maintaining an infrastructure that supports AMC in executing continuous process improvement.
 - Evaluate, recommend, and support the implementation of tools to support the IT workforce.
 - Support process training for team members.
 - Implement and maintain an effective communication program.
- Support alignment with FSA and USDA standards and processes (e.g. Enterprise Architecture and CPIC).
 - Develop and maintain a collaborative environment within FSA designed to build trust and confidence both within the AMC and associated stakeholder groups.
 - Support compliance with FSA processes and standards by mentoring project teams and providing feedback to the government for process improvements

2.4.1. Experience Requirements. The contractor shall provide resources possessing and demonstrating the knowledge, skills, abilities, expertise, and experience identified below.

- Process improvement.
- Strong leadership and communication skills.
- Implementation of process improvement frameworks (e.g. CMMI for Development).
- Process development experience (project management, requirements definition, change management).

2.5. TASK 5 - Software Administration. (OPTIONAL Task). If exercised, the contractor shall perform a wide variety of software administration activities in support of FSA's project management tool set to include interacting with customers to provide technical support, coordinating with IT service providers to manage the environment, and assisting AMC PMO with the implementation of software policies and best practices. Software environments to be administered are:

- MS Project Server - MS Project, MS Project Server, and Project Web Access.
- SharePoint - SharePoint associated with MS Project Server as well as the FSA Architecture SharePoint.
- SQL Server Reporting Services (SSRS) – SSRS for reporting from MS Project Server.
- Additional or changed COTS software mandated by the USDA or FSA.

Task requirements may include, but are not limited to, those listed below.

2.5.1. Microsoft (MS) Project Server Administration. The Contractor shall provide expert level services to the AMC related to MS Project Server, Project Web Access, and related SharePoint administration. The services shall include, but are not limited to, the following areas:

- Provide MS Project Server maintenance.
- Participate in and support FSA Disaster Recovery exercises.
- Prepare, update, and maintain documentation, e.g., disaster recovery documents and software administration guide.

- Provide user support for all Project Server and related database issues.
- 2.5.2. FSA Architecture SharePoint Administration. The FSA Architecture SharePoint site is a sub-site of the FSA SharePoint site which is administered outside of this contract. The services shall include, but are not limited to, the following areas:
- Provide administrative functions for the FSA Architecture SharePoint site and its sub-sites.
 - Manage user additions, changes, and deletions.
 - Monitor FSA Architecture SharePoint and sub-sites utilization and manage the archival, removal, or migration of project documentation.
 - Ensure alignment of FSA Architecture SharePoint site and sub-sites with FSA SharePoint standards.
3. QUALITY. Both the contractor and Government have responsibilities for providing and ensuring quality services, respectively.
- 3.1. Quality Control. The contractor shall establish and maintain a complete Quality Control Plan (QCP) to ensure the requirements of this contract are provided as specified in accordance with the applicable Inspection of Services Clause. The Contracting Officer (CO) will notify the contractor of acceptance or required modifications to the plan. The contractor shall make appropriate modifications (at no additional costs to the government) and obtain acceptance of the plan by the CO. The Government has the right to require revisions of the QCP (at no cost to the Government) should the incorporated plan fail to control the quality of the services provided at any time during the contract performance. The plan shall include, but is not limited to the following:
- A description of the inspection system covering all services listed.
 - The specification of inspection frequency.
 - The title of the individual(s) who shall perform the inspection and their organizational placement.
 - A description of the methods for identifying, correcting, and preventing defects in the quality of service performed before the level becomes unacceptable.
- On-site records of all inspections conducted by the Contractor are required. The format of the inspection record shall include, but is not limited to, the following:
- Date, time, and location of the inspection.
 - A signature block for the person who performed the inspection.
 - Rating of acceptable or unacceptable.
 - Area designated for deficiencies noted and corrective action taken.
 - Total number of inspections.
- 3.2. Quality Assurance. The Government will perform periodic reviews of the contractor's performance in accordance with the Government's Quality Assurance Surveillance Plan (QASP) and the Service Delivery Summary (SDS). The Government reserves the right to review services to be provided, including those developed or performed at the Contractor's facilities, to determine conformity with performance and technical requirements. Government quality assurance will be conducted on behalf of the CO. The Contracting Officer Technical Representative (COTR) will be appointed to coordinate the overall quality assurance of technical compliance.
4. DELIVERABLES. Deliverables and due dates are identified in subsequent paragraphs.
- 4.1. Contractor Submission. Deliverables are to be transmitted with a cover letter, on the prime contractor's letterhead, describing the contents, electronically through GSA's web-based

procurement system, Information Technology Solutions Shop (ITSS), and to any other destination(s) as required per the Government's request. The contractor shall provide hard copy deliverables as required per the Government's request. All deliverables shall be produced using recommended software tools/versions as approved by the Government. All reports shall be accomplished utilizing the MS Office Software Suite to include MS Project as required.

- 4.2. Government Review. Government personnel will have 10 workdays to review deliverables (to include resubmissions) and provide written acceptance/rejection. The authorized client representative and/or COTR will notify the contractor of deliverable acceptance or provide comments in writing. The contractor shall incorporate Government comments, or provide rationale for not doing so within 5 days of receipt of comments. Government acceptance of the final deliverable will be based on resolution of Government comments or acceptance of rationale for non-inclusion. Additional changes volunteered by the contractor will be considered a resubmission of the deliverable.
- 4.3. Deliverable and Data Rights. All test materials, documents, notes, records, software tools acquired, and/or software modified or produced by the contractor under this PWS shall become the property of the U.S. Government, which shall have unlimited rights to all materials and determine the scope of publication and distribution. The contractor shall be required to deliver electronic copies of all documents, notes, records and software to the Government quarterly and upon termination of the contract services or expiration of the contract period.
- 4.4. Monthly Invoice. The contractor shall provide a monthly invoice to be submitted simultaneously with the monthly status report. The invoice shall include but not be limited to:
 - Labor hours expended. The labor hours expenditure information shall include the identification of the employee name, labor category, hourly labor rate, and total number of labor hours expended.
 - Timecards. The contractor shall provide a copy of each employee's timecard/sheet. The timesheet shall identify the contractor employee name and number of hours claimed per day.
 - Travel costs.
 - Supporting documentation for travel costs. Invoices including travel costs shall include supporting documentation as required by the Federal Travel Regulation (FTR) (receipts for all costs \$75.00 or greater). Invoice submissions including travel costs shall include completed travel expense sheets for each trip for each employee. The required travel expense sheet format is provided via PWS **attachment A**.
- 4.5. Monthly Status Report. Monthly status reports shall include status of work definition forms, schedules, deliverables, current and cumulative task funding status (direct labor and travel funding status to be reported separately as required), risks and risk mitigation techniques, outstanding issues, and proposed resolution approaches and actions to resolve any outstanding issues. The report shall identify milestones and deliverables completed and progress towards major milestones and deliverables. The report shall identify activities and deliverables planned but not completed including the government acknowledgement and approval of the incomplete work. Status of work definition forms shall include a summary description and schedule of all work definition forms completed during the reporting period, all work definition forms currently on-going during the reporting period and all known work definition forms assigned for future reporting periods. The monthly invoice shall be submitted simultaneously with the monthly status report.
- 4.6. Monthly Work Plan Report. Short and long term work projects shall be planned on a monthly basis identifying projected activities to be accomplished for the next period of performance. The planning activities shall be performed jointly with the client task lead and shall result in a government approved plan of milestones and deliverables to be accomplished during the next monthly period of performance. Longer term milestones and activities shall continue to be included for future planning efforts. The approved monthly plan will be used by the client task lead as input into the preparation of work definitions. Monthly work plan reports shall be

completed according to the deliverable matrix below and shall identify all of the work planned for the upcoming month including major milestones, risks, and deliverables for each task element.

- 4.7. Deliverable Matrix. As applicable, the delivery dates shall be based on the approved work definition forms and approved project plans as updated after the completion of the analysis phase for each project. If a delivery date falls on a Federal holiday or Saturday or Sunday, the deliverable due date shall be the next scheduled federal workday. The deliverable due time shall be on or before COB (1700) the day the deliverable is due unless otherwise stated within this PWS.

Deliverable /Description	Due Date
Kickoff Meeting Briefing.	No later than (NLT) five days of the period of performance start date.
PWS Project Management Plan	No later than 20 days after task order award.
Quality Control Plan	Submission due concurrent with contractor quote. If requested, a final QCP shall be furnished for acceptance by the GSA Contracting Officer addressing any Government comments provided no later than 30 calendar days after task order award.
Weekly Status Report detailing all major accomplishments, by task requirement, and including issues log.	The last scheduled work day of each week.
Monthly Status Report	The 15th calendar day of the month following the reporting period.
Monthly Work Plan Report	Due 5 business days prior to month end.
Monthly Labor Hour Report detailing hours billed by resource to each task requirement and projected for remainder of performance period.	Shall be included as an appendix to the monthly status report.
Project Specific Deliverables	To be determined at the time the project specific task is assigned to the contractor.

- 4.8. Other Reporting Requirements. In addition to the deliverable requirements identified above, the contractor shall comply with the following:

- The contractor shall bring problems or potential problems affecting performance to the attention of the COTR as soon as possible. Verbal reports shall be followed up with written reports, when directed by the COTR, within 24 hours.
- The contractor shall provide, in writing to the COTR, the results of all meetings with the client that affect and/or change conditions or result in additional agreements or requirements. The contractor shall not perform any work outside the scope or requirements of this PWS and resultant order without express written approval of the CO.

5. PERFORMANCE.

- 5.1. Work is to be accomplished through the General Services Administration (GSA), Federal Acquisition Service (FAS), Great Lakes Region, through its contract with the selected contractor. Certification by the Government of satisfactory services provided is contingent upon the contractor performing in accordance with the terms and conditions of the referenced contract, this document, the approved technical and cost quotes, and all amendments. The client's representative, GSA's representatives, and the contractor's representative(s) shall meet when deemed necessary at the client's request. The client representative, the GSA representatives,

and the contractor's representative may meet at the place determined by the client representative and GSA representatives.

- 5.1.1. Kickoff Meeting. Within five days of the period of performance start date, the Contractor shall initiate work on this contract by meeting with key client agency representatives to ensure a common understanding of the requirements, expectations, and ultimate end products. The contractor shall discuss the overall understanding of the project and review the background information and materials provided by the client. Discussions will also include the scope of work, deliverables to be produced, how the efforts will be organized and project conducted; assumptions made/expected and results. A concerted effort shall be made to gain a thorough understanding of the client agency expectations. However, nothing discussed in this or in any subsequent meetings or discussions between the client and the Contractor shall be construed as adding, deleting, or modifying any task order requirements, including deliverable specifications and due dates.
- 5.2. Period of Performance. The base period of performance will be 23 Sept 10 through 22 Sept 11. The contractor's quote shall also include four option periods based on a calendar year, which may be exercised at the client's request based upon the Government's continuing need, past performance and funding availability.
- 5.3. Place of Performance. The primary place of performance shall be in Government facilities at the 6501 Beacon Drive Kansas City, MO; 1500 E Bannister Facility Kansas City, MO; and 1400 Independence Ave SW Washington DC. The contractor may perform task related activities at contractor facilities within the local area when required and authorized by the Government. Reimbursement for local travel is not authorized.
 - 5.3.1. Travel. The contractor shall also perform travel between the primary places of performance and non-local facilities as required during the performance period of this task order. The COTR shall approve all non-local travel prior to costs being incurred via ITSS. Travel requests, to include projected costs, shall be submitted in ITSS to enable COTR approval no later than five workdays prior to travel. Travel will be handled, to include the reimbursement of expenses, in accordance with the terms and conditions of the contract and the Federal Travel Regulation guidance. All non-local travel arrangements will be the responsibility of the contractor including, but not limited to, airline, hotel, and rental car reservations. The contractor should make all efforts to schedule travel far enough in advance to take advantage of reduced airfares. The contractor shall stay in Government furnished lodging as available. The contractor shall include a \$5,000 travel allowance (subject to modification) in the cost quote.
- 5.4. Hours of Work. On-site contractor support shall be available during customer agency normal operating (0700 - 1700). Work shall generally consist of 40-hour workweeks, Monday through Friday, excluding federal holidays. The contractor personnel shall observe all Federal holidays. The contractor shall provide for non-standard duty hours support on an as required basis. Non-standard duty hours or additional hours or times for work to be performed shall be authorized by the COTR or authorized client representative.
- 5.5. Personnel Retention. The Contractor shall make every effort to retain personnel in order to ensure continuity until contract completion. If it should become necessary to substitute or replace personnel, the Contractor shall immediately notify the COTR in writing of any potential vacancies and shall make every effort to submit the resume(s) of replacement personnel within 14 calendar days of the notification. The Contractor shall submit the resume(s) of all potential personnel selected to perform under this contract to the COTR through ITSS for Government review and acceptance/rejection. Upon Government acceptance of a resume(s), the candidate shall be available to begin performance within 14 calendar days. Prior to the submission of resumes, the contractor shall ensure that the candidate(s) satisfy the applicable security requirements to

reduce staffing delays. The contractor shall ensure continuity of operations during periods of personnel turnover and long-term absences. Long-term absences are considered those longer than one week in duration.

- 5.6. Estimated Staffing Level. For indicating the scope of work only, the core initial staffing levels in terms of Full-Time-Equivalent (FTE) positions are identified below. The total annual number of labor hours for each FTE position shall be 1,920. It is anticipated that the workload will fluctuate based on fluid schedule requirements; therefore, the contractor shall include provisions for optional support throughout the task order life cycle. The actual time frame for the optional support implementation will be dependent upon actual scheduling requirements. The asterisks indicate that two each of the initial positions identified for the respective areas will be located in the Washington DC area. All other positions will be in Kansas City, MO.

Support Area and Current Skill Level	Anticipated General Skill Set Required	Period	Initial Positions	Additional Positions to be Proposed in (1) FTE Increments	Potential Total FTE
2.1 - Project Management Engagement **	Project Manager	Base	6	4	10
2.2 - PMO Operations	Project Manager	Base	2	1	3
2.3 - Business Process Engagement **	Business Process Consultant	Base	2	2	4
2.4 - Process Improvement Program Support	Business Process Consultant	Base	1	1	2
2.5 - Software Administration	Applications Systems Analyst	Base	0	1	1
Totals		Base	11	9	20
2.1 - Project Management Engagement **	Project Manager	OY#1	6	4	10
2.2 - PMO Operations	Project Manager	OY#1	2	1	3
2.3 - Business Process Engagement **	Business Process Consultant	OY#1	2	2	4
2.4 - Process Improvement Program Support	Business Process Consultant	OY#1	1	1	2
2.5 - Software Administration	Applications Systems Analyst	OY#1	0	1	1
Totals		OY#1	11	9	20
2.1 - Project Management Engagement **	Project Manager	OY#2	6	6	12
2.2 - PMO Operations	Project Manager	OY#2	2	1	3
2.3 - Business Process Engagement **	Business Process Consultant	OY#2	2	2	4
2.4 - Process Improvement Program Support	Business Process Consultant	OY#2	1	1	2
2.5 - Software Administration	Applications Systems Analyst	OY#2	0	1	1
Totals		OY#2	11	11	22
2.1 - Project Management Engagement **	Project Manager	OY#3	6	6	12
2.2 - PMO Operations	Project Manager	OY#3	2	1	3
2.3 - Business Process Engagement **	Business Process Consultant	OY#3	2	2	4
2.4 - Process Improvement Program Support	Business Process Consultant	OY#3	1	1	2
2.5 - Software Administration	Applications Systems Analyst	OY#3	0	1	1
Totals		OY#3	11	11	22
2.1 - Project Management Engagement **	Project Manager	OY#4	6	6	12
2.2 - PMO Operations	Project Manager	OY#4	2	1	3
2.3 - Business Process Engagement **	Business Process Consultant	OY#4	2	2	4
2.4 - Process Improvement Program Support	Business Process Consultant	OY#4	1	1	2
2.5 - Software Administration	Applications Systems Analyst	OY#4	0	1	1
Totals		OY#4	11	11	22

The Government estimates that the base year plus four option years will involve a level-of-effort delineated above. The offeror shall staff this order with only those personnel possessing qualifications and experience requirements which reflect an ability to perform all responsibilities for the labor category(s) specifically quoted by the offeror to satisfy the requirements of this PWS.

This estimate is only a "guide" designed to assist in developing the staffing plan and subsequent cost quote. The offeror may reflect differing labor categories, number of personnel, and number of labor hours from those provided in this planning estimate. The planning estimate is not intended to limit the offeror's ability to offer alternative solutions to task performance. However, if the offeror quotes a labor mix (labor categories, number of personnel and labor hours) that differs significantly from those in this planning estimate, the offeror shall provide a detailed description explaining the rationale for the deviation. Failure to provide a detailed rationale explaining any significant variations, shall impact the Government's evaluation of the offeror's solution.

6. GOVERNMENT FURNISHED EQUIPMENT/INFORMATION/ACCESS. The government will provide the following resources to the contractor for task performance:

- The Government will provide workspace at a government facility for a maximum of funded positions identified in paragraph 5.6.
- The Government will provide all necessary normal office equipment (office work area, telephone, access to fax, computer, e-mail account, software, network access, etc.).
- The Government will provide certain data processing ADP equipment and software, as it may deem necessary, to the contractor for the exclusive purpose of performing the services as defined in the task order.
- The Government will provide access to available technical information (i.e. standard configuration, USDA directives, etc.) as required and upon contractor request for the performance of this task order.
- All Government-provided products and facilities remain the property of the Government and shall be returned upon completion of the support services. Contractor personnel supporting this requirement shall return all items that were used during the performance of these requirements by the end of the performance period.
- All documented processes, procedures, tools and applications, developed under this PWS become the property of the Government. The Government shall have unlimited rights to these documents. Modification and distribution of end products for use at other installations will be at the discretion of the Government.
- All text, electronic digital files, data, new capabilities or modification of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The information shall be returned to the Government unless otherwise specified herein.

7. SECURITY.

7.1. Clearance. All contractor personnel assigned to this task shall have had a successfully adjudicated National Agency Check with (Written) Inquiries (NACI). All contractor personnel shall comply with the specific security requirements identified in PWS **attachment B**.

7.2. Identification of Non-Disclosure Requirements.

Due to the sensitive nature of the data and information being worked with on a daily basis, all contractor personnel assigned to the task order are required to complete the Government provided non-disclosure statement (**PWS attachment C**) within 30 calendar days after task order award to ensure information that is considered sensitive or proprietary is not compromised. Signed non-disclosure statements shall be provided to the COTR.

The component parts of this effort and reports are expected to contain highly sensitive information that could act as a guide for hostile entities to cause harm to the USDA's critical

infrastructure. Any such information made available in any format shall be used only for the purpose of carrying out the provisions of this agreement. Such information shall not be divulged or made known in any manner to any person. The Contractor shall immediately notify the COTR and FSA PM upon discovery of any inadvertent disclosures of information. The Contractor shall not retain any information regarding vulnerabilities, to include summaries, the actual vulnerability report, etc., after the performance period end date. All information arising from this task, both hard copy and electronic, shall be returned to the government at task conclusion.

7.2.1. Given the nature of the professional IT support services that are required, it is imperative that safeguards be in place to ensure procurement integrity and Government functions are maintained. Individuals performing under the resultant task order may often have advance knowledge of requirements and the procurement of those requirements (development, design, analysis, etc.). Information generated in the performance of the resultant task order is not to be released or reviewed outside the Governmental sphere. Quotes in response to this RFQ must address the safeguards to be implemented within the company organizational structure. Each quote shall provide sufficient documentation to detail policy and procedures to ensure that all information acquired while performing under the resultant task order as a technical expert advisor is retained within the Government and is not shared within the company. This requirement is necessary to ensure any contractor performing under the resultant task order will retain eligibility for future consideration. This limitation is governed by the scope of services provided.

7.3. Privacy Act. Work on this project requires that personnel have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

7.4. Safety. The contractor shall comply with all local safety regulations and procedures in effect at the respective installation locations.

8. ADMINISTRATIVE CONSIDERATIONS

8.1. Government Representatives:

Client Representative
Lois Thomson
U.S. Department of Agriculture
Farm Service Agency
6501 Beacon Drive
Kansas City, MO 64133
lois.thomson@kcc.usda.gov

Client Technical Lead(s) as identified in the work definition documents.

GSA Contracting Officer's Technical Representative
Wendi Borrenpohl
1710 Corporate Crossing, Ste. 3
O'Fallon, IL 62269
618.622.5806
wendi.borrenpohl@gsa.gov

GSA Contracting Officer
Mara Shultz
1710 Corporate Crossing, Ste. 3
O'Fallon, IL 62269
618.622.5808
mara.shultz@gsa.gov

8.2. Procedures for Payment.

- 8.2.1. Performance Based Payment Percentages. The attached SDS is provided to identify the performance objectives and respective payment percentages based on relative importance to total task performance. This document also identifies the Government's proposed surveillance assurance methodology.
- 8.2.2. Submission. Invoices are due no later than the 15th calendar day of the month following the reporting period. The contractor shall submit the invoices and supporting documents, through ITSS simultaneously with the MSR (as an acceptance item) to allow the client representative and the COTR to electronically accept and certify services received by the client representative. The contractor is authorized to invoice only for the services and travel ordered by GSA and provided in direct support of the client's project requirements. In addition, the contractor shall submit an electronic copy of the invoice to the GSA finance web site by the 15th calendar day of the month following the reported period. The GSA finance submission shall not be submitted prior to the ITSS submission.
- 8.2.3. Failure to comply with the procedures outlined may result in payment being delayed at no additional cost to the Government.
- 8.3. Personal Service. The client determined that use of the GSA requirements contract to satisfy this requirement is in the best interest of the Government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract".
- 8.4. Section 508. All services and products, to include systems and applications, developed and provided in response to the requirements identified in this document shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and IT (EIT) Accessibility Standards (36 CFR part 1194).
- 8.5. Pricing Terms. All pricing and pricing terms of this purchase will be governed by the GSA 8(a) STARS GWAC. No open market items allowed, except for travel other direct cost (if required). The contractor's quote shall also contain the GSA Alliant contract number and contract expiration date. Discounts from contract prices are encouraged.